

## NOTICES OF SUBSTANTIVE POLICY STATEMENTS

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41-1013(B)(14)). Substantive Policy Statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice. Substantive policy statement does not include internal procedural documents which may only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties in accordance with A.R.S. Title 41.

### NOTICE OF SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF INSURANCE

1. **Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Adjusters' Scope of Authority; Insurers' Obligations when Insured is Represented by Adjuster (Circular Letter 2000-11)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Issue Date: September 20, 2000
3. **Summary of the contents of the substantive policy statement:**  
This circular clarifies the scope of an adjuster's authority under the license issued by the Department of Insurance, and clarifies an insurer's obligations when interacting with an insured represented by a licensed adjuster.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
New
5. **The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**  
Name: Vista Thompson Brown  
Address: Arizona Department of Insurance  
2910 North 44th Street, Suite 210  
Phoenix, Arizona 85018  
Telephone: (602) 912-8456  
Fax: (602) 912-8452
6. **Information about where a person may obtain a copy of the substantive policy statement:**  
Copies of this policy may be obtained from the Internet at [www.state.az.us/id](http://www.state.az.us/id) or from the person listed in question # 5 for 25 cents per page.

### NOTICE OF SUBSTANTIVE POLICY STATEMENT

#### DEPARTMENT OF INSURANCE

1. **Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**  
Enforcement of Gramm-Leach-Bliley Privacy Requirements (Circular Letter 2000-12)
2. **Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**  
Issue Date: October 3, 2000
3. **Summary of the contents of the substantive policy statement:**  
This circular advises insurers and other interested parties of the Department of Insurance's policy for enforcement of Gramm-Leach-Bliley privacy standards.
4. **A statement as to whether the substantive policy statement is a new statement or a revision:**  
New

*Arizona Administrative Register*  
**Notices of Substantive Policy Statements**

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**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**DEPARTMENT OF INSURANCE**

**1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Health Care Appeals Laws Revisions from HB 2600 and SB 1330 (Circular Letter 2000-13)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

Issue Date: October 16, 2000

**3. Summary of the contents of the substantive policy statement:**

This circular addresses procedural changes in the health care appeals process.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

New

**5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

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**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**STATE DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Broker Management Clinic Attendance (No. 4)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

Issue Date: June 18, 1999

Revised Date: October 19, 2000

**3. Summary of the contents of the substantive policy statement:**

This policy statement describes timing of a real estate broker's required attendance at a broker management clinic.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

Revised

Notices of Substantive Policy Statements

**5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson  
Address: Arizona Department of Real Estate  
2910 North 44th Street  
Phoenix, Arizona 85018  
Telephone: (602) 468-1414, Ext. 100

**6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:**

A copy of the substantive policy statement may be downloaded from the Department's Web site (<http://www.re.state.az.us>), or it may be obtained (from within Arizona) by calling the Department's Fax Response Service at (602) 468-1414, choosing selection 3, and requesting document number 8004, or it may be obtained from the Department for a fee of .25¢ per page copying charge.

**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**STATE DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Continuing Education Disability Program (No. 26)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

Issue Date: October 19, 2000

**3. Summary of the contents of the substantive policy statement:**

This policy statement describes alternatives to the traditional continuing education program.

**4. A statement as to whether the substantive policy statement is a new statement or a revision:**

New

**5. The name, address, and telephone number of the person to whom questions and comments about the substantive policy statement may be directed:**

Name: Cindy Wilkinson  
Address: Arizona Department of Real Estate  
2910 North 44th Street  
Phoenix, Arizona 85018  
Telephone: (602) 468-1414, Ext. 100

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**NOTICE OF SUBSTANTIVE POLICY STATEMENT**

**STATE DEPARTMENT OF REAL ESTATE**

**1. Title of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:**

Requests for Continuing Education Credit (No. 27)

**2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:**

Issue Date: October 19, 2000

**3. Summary of the contents of the substantive policy statement:**

This policy statement describes the criteria to apply for and obtain real estate renewal credit for real estate classes.

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